



MTF Action Plan Report

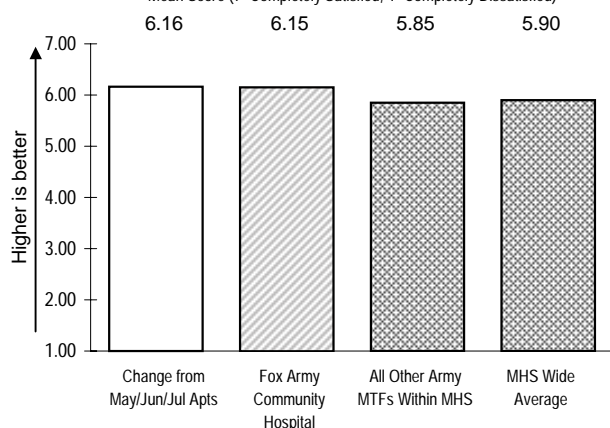
Fox Army Community Hospital-Redstone Arsenal

Patient Satisfaction Report: August/September/October 2000 Appt. Data

Total Mailed = 588 Returns As Of Cutoff = 166 Non-deliverables = 36 Response Rate = 30.1%

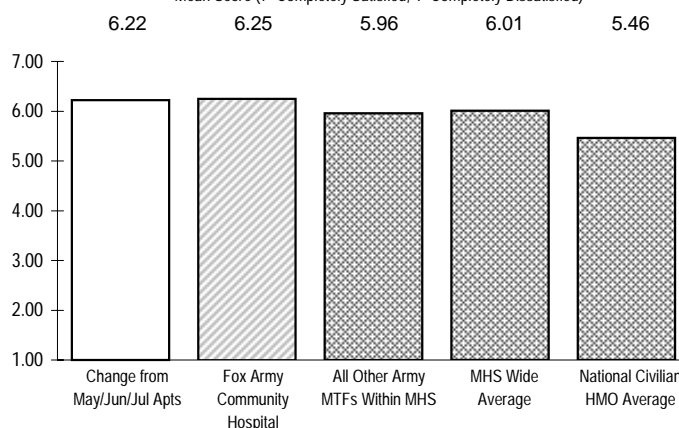
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Fox Army Community Hospital

Significantly Different From Fox Army Community Hospital

Comparison To:

Change from May/Jun/Jul Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Army MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	Access Average	3.87	3.60 <input type="checkbox"/>	3.64 <input type="checkbox"/>	3.52 <input type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)	3.79	3.69 <input type="checkbox"/>	3.72 <input type="checkbox"/>	3.71 <input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.96	3.64 <input type="checkbox"/>	3.69 <input type="checkbox"/>	N/A NA
<input type="checkbox"/>	* Office wait time (Q9)	4.12	3.51 <input type="checkbox"/>	3.57 <input type="checkbox"/>	3.34 <input type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)	3.56	3.38 <input type="checkbox"/>	3.44 <input type="checkbox"/>	3.13 <input type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	4.05	3.69 <input type="checkbox"/>	3.71 <input type="checkbox"/>	3.82 <input type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)	3.78	3.68 <input type="checkbox"/>	3.71 <input type="checkbox"/>	3.51 <input type="checkbox"/>
<input type="checkbox"/>	Quality Average	4.29	4.03 <input type="checkbox"/>	4.08 <input type="checkbox"/>	3.83 <input type="checkbox"/>
<input type="checkbox"/>	** Overall quality of care received (Q3j)	4.34	4.09 <input type="checkbox"/>	4.14 <input type="checkbox"/>	3.88 <input type="checkbox"/>
<input type="checkbox"/>	** How well the care met your needs (Q3i)	4.29	3.96 <input type="checkbox"/>	4.01 <input type="checkbox"/>	3.77 <input type="checkbox"/>
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.36	4.09 <input type="checkbox"/>	4.16 <input type="checkbox"/>	3.90 <input type="checkbox"/>
<input type="checkbox"/>	How much you were helped (Q3h)	4.21	3.93 <input type="checkbox"/>	3.97 <input type="checkbox"/>	3.73 <input type="checkbox"/>
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	4.27	4.09 <input type="checkbox"/>	4.14 <input type="checkbox"/>	3.87 <input type="checkbox"/>
<input type="checkbox"/>	Interpersonal Relationship Average	4.34	4.03 <input type="checkbox"/>	4.09 <input type="checkbox"/>	3.81 <input type="checkbox"/>
<input type="checkbox"/>	** Personal interest in you (Q3e)	4.33	4.05 <input type="checkbox"/>	4.12 <input type="checkbox"/>	3.88 <input type="checkbox"/>
<input type="checkbox"/>	** Advice on ways to avoid illness/stay healthy (Q3f)	4.23	3.92 <input type="checkbox"/>	3.99 <input type="checkbox"/>	3.67 <input type="checkbox"/>
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	4.24	3.90 <input type="checkbox"/>	3.97 <input type="checkbox"/>	3.62 <input type="checkbox"/>
<input type="checkbox"/>	Attention given to what you had to say (Q3b)	4.42	4.12 <input type="checkbox"/>	4.19 <input type="checkbox"/>	3.93 <input type="checkbox"/>
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.48	4.14 <input type="checkbox"/>	4.20 <input type="checkbox"/>	3.94 <input type="checkbox"/>

Your rating is:



Lower



Same



Higher